JOB DESCRIPTION

Adams County, Wisconsin

JOB TITLE: Computer Support Specialist

STATUS: Full-time (40 hours) Local 1168 Courthouse

DEPARTMENT: Management Information Systems (MIS)

SUPERVISOR: Management Information Systems Manager

GENERAL DESCRIPTION:

Under the general supervision of the MIS Manager, provide outstanding customer service by performing basic computer, printer, phone and network setup, troubleshooting and/or maintenance.

JOB DUTIES:

This description has been prepared to assist in evaluating responsibilities, duties and skills of the position. It is not intended as a complete list of specific responsibilities and duties, nor is it intended to limit duties to those listed. It is understood that the supervisor has the right to assign, direct, and modify duties and responsibilities listed and that duties not mentioned that are of a similar kind or level of difficulty shall not be excluded. The job description is subject to change by the County as needs of the County and the requirements of the position change. General duties include but are not limited to:

1.   Take primary responsibility and develop a schedule for installation, updating, moving, and disposal and recycling of individual computers and communication devices, following county policies for such activities.

2.   Maintain MIS inventory of computers as well as incoming supplies and supplies used.

3.   Troubleshooting, repairing, and maintaining computer hardware and peripherals.

4.   Troubleshoot operating systems, software applications, and computer and printer configuration for networks using TCP/IP.

5.   Takes incoming support calls and provides frontline support, call logging, prioritization, and maintain database and documentation.

6.   Work on special projects as assigned to assist various offices, departments and committees.

7. Train new employees on use of computer and communications systems and serve as a resource for users, maintain instruction sheets on departmental procedures.

8. Program and maintain complex digital PBX system through multiple interfaces.

9. Document work completed and report activities and findings to the MIS Manager.

10. Compile and maintain documentation of data wiring and network topology.

11. In absence of the MIS Manager administers network system resources such as application and network servers, various operating systems and utility software, all data storage systems, backup hardware and software subsystems, data communications support hardware that connect the County System and external remote sites, portable computers and the internet.

12. Assists the MIS Manager with overall administration and maintenance of the County's information security program.

13. Be on-call on a regular basis including nights and weekend.

14. Perform other duties as requested.

<u>KNOWLEDGE, SKILLS AND ABILITIES:</u>

Strong background with:

1. Windows 2000, XP, and 7
2. MS Office 2003 and 2007
3. Windows Server 2003 and 2007
4. SQL, VMware, Vsphere
5. Knowledge of a wide range of application software including but not limited to, office automation, terminal emulation, communication and productivity.
6. Knowledge of the fundamentals of LANs and WANs
7. Knowledge of Internet connectivity, and network security.
8. Knowledge of CISCO switching and router implementation and configuration.
9. Knowledge of individual email setup and function exchange environment.
10. Knowledge of PC hardware.
11. Demonstrated problem solving and analytical skills.
12. Strong organizational skills.
13. Ability to organize and communicate information in written and oral form.
14. Ability to troubleshoot login failures, including general network trouble shooting skills.
15. Ability to set and meet goals and deadlines.
16. Ability to work independently with little supervision.
17. Ability to work productively and cooperatively on team.
18. Ability to adapt to frequently changing circumstances and priorities.
19. Ability to remain professional under difficult and high-pressure circumstances.

20. Ability and desire to keep informed on new and changing technology and concepts and to put this information to positive use.
21. Demonstrated ability to remain professional under difficult and high pressure circumstances.

REQUIRED QUALIFICATIONS:

1. Valid Wisconsin Drivers License or the ability to get one and access to an insured vehicle.

2. Associated degree or better in MIS or related field, and three years of verifiable work experience with computers and complex networking or combination of education and work experience to provide equivalent knowledge.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

1. Applicant must be able to use:
   - Computers and peripheral equipment
   - Telephone and phone systems
   - Electronic trouble shooting tools
   - Troubleshooting software
   - Hand tools associated with PC repair I.E. Screwdrivers, pliers, chip puller.
   - Hand tools associated with cable i.e. wire cutters, punch downs, crimpers, wire strippers.
   - Compressed air
   - Cleaning solvents.

2. Ability to stand, bend, stoop, crawl and lift up to #50.
3. May work with cleaning solvents used for cleaning printers or computer parts

Exposure to Blood borne pathogens is considered low for this position.

Approved by the Administrative & Finance Committee this _____ day of September, 2010.

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Revised and submitted to Union for concurrence August, 25, 2010

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